



# New Jersey Turnpike Authority

ADMINISTRATION BUILDING - 581 MAIN STREET  
P.O. BOX 5042 - WOODBRIDGE, NEW JERSEY 07095  
TELEPHONE (732) 750-5300

CHRIS CHRISTIE  
GOVERNOR

KIM GUADAGNO  
LIEUTENANT GOVERNOR

JAMIE FOX, Chairman  
RONALD GRAVINO, Vice Chairman  
MICHAEL R. DuPONT, Treasurer  
HAROLD L. HODES, Commissioner  
RAYMOND M. POCINO, Commissioner  
ULISES E. DIAZ, Commissioner  
DANIEL F. BECHT, Commissioner  
JOHN D. MINELLA, Commissioner  
JOSEPH W. MROZEK, Executive Director

March 20, 2015

ADDENDUM No. 2  
REQUEST FOR PROPOSAL  
FOR  
NJ E-ZPASS CUSTOMER SERVICE CENTER (NJ E-ZPASS) CONTRACTOR

Respondents are hereby notified that the above-referenced Request for Proposal ("RFP") is amended as follows:

1. Section II C, Closing Date (page 5) and Section II GG, Proposal Schedule (page 12), Section III C, Project Timeline (page 14) and any other references in the RFP Documents to the schedule: The following Proposal Schedule dates have been revised as follows:

**Closing Date of Receipt of Proposals (4:30 PM, E.T.)**

Oral Presentation [Tentative – If Requested]

Best and Final Offers (BAFOs) [if requested]

**May 29, 2015**

June 29/30, 2015

July 10, 2015

2. Delete Section IV.C.3.11 (b) "Section 9: Exceptions and Assumptions" (page 35 of the RFP) in its entirety and replace with:

Proposers shall not include any assumptions in their Price Proposals. All assumptions should be identified and documented in Section 9 of the Proposal. Any assumptions included in the Price Proposals will not be considered as a part of the Proposal and will not be evaluated or included in any Contract with the Proposer, should the Proposer be selected to perform the Work.

3. Delete Exhibit S of the RFP (Price Proposal) in its entirety and replace with Exhibit S Price Proposal (Version 2). Revised sheets have been identified. The following changes were made:
  - Updated Sheet 3-a NJ E-ZPass Operations Det to show four (4) digits past the decimal for Variable Operations Fees for all years of operations.
  - Updated Sheet 3-a NJ E-ZPass Operations Det to include the *Monthly Variable Fee - Negative Balance E-ZPass Accounts* as item 7.
  - Similar changes were made to series 3A (the Alternate Price Proposal).

# NEW JERSEY TURNPIKE AUTHORITY

4. Delete Exhibit 1 Scope of Work Section 3.6.8 Availability Table 3-2 in its entirety and replace with:

**Table 3-2: Availability Requirements**

| Availability Requirements |                              |
|---------------------------|------------------------------|
| System or Sub-system      | Availability Requirement (%) |
| NJ E-ZPass System         | 99.95                        |
| IVR System                | 99.8                         |
| Website/Mobile App        | 99.95                        |

5. Delete Exhibit 1 Scope of Work Section Required Performance and Liquidated Damages Summary Table 8-1 Item #4 in its entirety and replace with:

|                 |   |                     |  |
|-----------------|---|---------------------|--|
| 4. Availability | System Availability (NJ E-ZPass System and network) | 99.95% Availability | \$500 for every .05% below requirement |
|                 | IVR System Availability                             | 99.8% Availability  | \$100 for every .2% below requirement  |
|                 | Website Availability                                | 99.95% Availability | \$500 for every .05% below requirement |

6. Delete Exhibit 1 Scope of Work Section 8.12.3.4. Availability Requirement #2363 in its entirety and replace with:

|      |   |
|------|---|
| 2363 | <p>The Contractor shall demonstrate that the NJ E-ZPass System is operational and available to collect revenue 99.95% of the time.</p> <ul style="list-style-type: none"> <li><i>For every month in which the NJ E-ZPass System is available less than the minimum requirement of 99.95%, Contractor shall be subject to a Liquidated Damage of \$500 for each .05% and any additional portion thereof by which availability is below the requirement.</i></li> </ul> |
|------|---|

NEW JERSEY TURNPIKE AUTHORITY

7. Delete Exhibit 1 Scope of Work Section 9.5 Operations Performance Measures Table 9 1: Operations Performance Items #22 and #23 in their entirety and replace with:

|     |  |   |  |          |
|-----|--|---|--|----------|
| 22. | Delivery of SSAE-16 Audit Report<br><br>The NJ E-ZPass fiscal year runs from November 1st through October 31st | Sixty (60) days after the end of the fiscal year (December 31 <sup>st</sup> ) | \$10,000 for not delivering all the required information by the specified date and \$500 for each additional business day late | Per item |
| 23. | Delivery of NJ E-ZPass Special Purpose Audited Financial Statements  | Sixty (60) days after the end of the fiscal year (December 31 <sup>st</sup> ) | \$10,000 for not delivering all the required information by the specified date and \$500 for each additional business day late | Per item |

**Receipt of Addendum No. 2 must be acknowledged in writing with the submission of the Proposals. Failure to acknowledge receipt of this Addendum will be construed as acknowledgement.**

There are no other changes to the RFP.

Very truly yours,



Andrea E. Ward, Director  
Procurement and Materials Management